

## **Booking Terms & Conditions**

(Pandaw programs)

### **Reservation**

To make a reservation on any of our programs, you must call a registered travel agent or our office. We will provide you or your travel agent a booking form which you must return to us fully completed with your necessary personal information and travel wishes. All information is kept completely confidential pursuant to our Privacy Policy.

After receipt of the booking form and the deposit (see Deposit below), you will receive from us a confirmation and itinerary of all booked travel services. Please check to ensure that the confirmation details provided from us are complete and in accordance with your wishes.

The written confirmation from us is the only binding contract for the provision of services listed therein, subject to the additional terms & conditions contained below. Your tour booking is not final and binding prior to issuance of this tour confirmation and following receipt of the deposit as indicated below.

Your acceptance of our booking confirmation constitutes your acceptance of the travel price for the services detailed therein. Prices advertised may be subject to fluctuation, special offers, discounts or other changes subsequent to your reservation. Any such changes cannot be applied retroactively to your reservation and you agree to accept the tour price indicated on the booking confirmation.

### **DEPOSITS & FINAL PAYMENT**

The following deposit terms are specific to tour programs including Pandaw itineraries:

#### **For all programs:**

A 20% deposit of your total booking value with Pandaw Cruises is required upon confirmation and is non-refundable.

Final balance must be paid 63 days before departure or the booking will be cancelled and the deposit forfeited.

Cheques\*, Money Order, Visa, MasterCard, and American Express are accepted as forms of payment.

\*Non-certified personal and/or agency cheques are due in our office 80 days prior to departure to allow for clearing time.

Please note, it is not incumbent upon GLP to remind you of the full payment due date. If you miss the due date, you risk losing your reservation and forfeiting your deposit.

**Note:** Above payment terms do not apply for charter bookings. Please refer to your charter contract.

#### **Revision / Change Fee:**

A handling fee of \$50 per transaction is charged for any alteration or revision made to a reservation that does not contain an airline reservation.

For reservations including air, any changes including spelling corrections to the passenger names after air tickets have been issued will be subject to the airline's revision fees.

Courier delivery costs apply if any changes are made within five weeks prior to departure. A change of date or itinerary within 61 days of departure will be treated as a cancellation and new booking; in this case regular cancellation fees apply. (see below)

### **Cruise Cancellations and Refunds:**

Cancellations for all or any part of the trip will not be effective until received in writing. Should you have to cancel, the following terms will apply:

- From time of booking until 63 day prior to departure non-refundable deposit
- From 62 days and less till departure, no show, late arrival or early return 100% cancellation fee

Any material changes to your booking after receiving the deposit payment such as change of date may incur a mandatory administration fee of \$150 USD per person which will be applied to the relevant booking.

**Note:** We strongly recommend for your protection that you purchase a trip cancellation insurance.

**Note:** Above cancellation terms do not apply for charter bookings. Please refer to your charter contract.

### **Pre & Post Extensions Cancellations and Refunds:**

#### **Cambodia, Vietnam & Laos**

Cancellation of a Pandaw Cruises Pre or Post Reservations is subject to a \$50 per person administrative fee from the time of booking through 63 days prior to your scheduled Pandaw Cruises trip.

Cancellation terms of airlines apply if flights have been issued.

- From 62 days prior to departure through 48 days prior a \$200 per person penalty will apply
- From 47 days prior to 32 days prior a 75% per person penalty will apply.
- Cancellations received in our office 31 days or less prior to departure, no-show, or early return from the trip will result in forfeiture of 100% of all monies paid to Pandaw Cruises.

Because these cancellation policies are strictly enforced, we strongly recommend for your protection that you purchase trip cancellation insurance.

#### **Burma & Thailand**

Cancellation of a Pandaw Cruises Pre or Post Reservations is subject to 10% of total amount or a \$50 per person administrative fee (whichever is higher) from the time of booking through 95 days prior to your scheduled Pandaw Cruises trip.

Cancellation terms of airlines apply if flights have been issued.

- From 94-65: the penalty fee is 30% of the total Trip Cost
- From 64-35: the penalty fee is 50% of the total Trip Cost
- From 34 days to "no show" the penalty fee is 100% of the total Trip Cost

Because these cancellation policies are strictly enforced, we strongly recommend for your protection that you purchase trip cancellation insurance.

### **India & Bhutan**

Cancellation of a Pandaw Cruises Pre or Post Reservations is subject to 10% of total amount or a \$50 per person administrative fee (whichever is higher) from the time of booking through 60 days prior to your scheduled Pandaw Cruises trip.

Cancellation terms of airlines apply if flights have been issued.

- From 92 days to "no show" the penalty fee is 100% of the total Trip Cost

Because these cancellation policies are strictly enforced, we strongly recommend for your protection that you purchase trip cancellation insurance.

### **Prices:**

All fares are per person in Canadian Dollars and are based on rates and foreign exchange rates as of the date of the tour confirmation document. In the event of an increase in any of the cost factors, including airfares, taxes or other surcharges, GLP Worldwide reserves the right to increase the price in accordance with the provisions of the Travel Industry Council of Ontario (TICO). The following exceptions apply: (i) there will be no price increase when final payment has been received by GLP Worldwide, and (ii) if the total price of travel services is increased and the cumulative increase, except any increase resulting from an increase in applicable retail sales tax or federal goods and services tax, is more than 7 per cent, the contract can be cancelled and a full refund obtained.

Prices do not include land arrangements or services other than those specifically stated in the tour confirmation. They also do not include items of a personal nature such as laundry costs, beverages, food not on the regular table d'hote menu; optional excursions; passports, visas; vaccinations; gratuities on cruise ships; International Air Transportation Tax; Agricultural Tax; Security Fee; airport taxes. Port charges and/or taxes may be listed separate from the base cruise fare. Verbal quotations will NOT be honoured.

ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

Air taxes quoted at the time of booking are estimates only based on current information. Air taxes, fuel and insurance surcharges and other relevant fees will be indicated on the final invoice and will reflect the actual amount incurred at the time of ticket issuance.

### **Itinerary Changes**

While every effort is made to adhere to the specifics mentioned on this site, changes may be required at times. Therefore, all prices, itineraries, and other pertinent information are those in effect at the time of posting, and are subject to change without notice.

### **Passports and Visas**

A valid passport is required of all travellers. It must be valid six months after return to Canada. For trips requiring visas for Canadian citizens, detailed visa information will be emailed. Travellers are responsible for obtaining all of their own visas and entry documents. Non- Canadian citizens must consult with the



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appropriate embassy or consulates about visas or other entry requirements. We accept no liability if a passenger is refused entry to a country due to missing documentation.

Please be advised that entry to another country may be refused even if the required information and travel documents are complete, and that the living standards and practices at the destination and the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada.

### **Travel Documents**

Travel documents, including air tickets, are sent regular ground delivery 3-4 weeks prior to departure, providing full payment has been received.

### **Disabled Guests**

Any disability requiring special attention must be reported to GLP Worldwide at the time of booking. GLP Worldwide will make reasonable efforts to accommodate the special needs of disabled cruise participants, but is not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers.

We regret that Pandaw programs are not suitable to guests in wheelchairs.

We note as well that we cannot provide individual assistance to a tour member for walking, getting on/off tour buses and other transportation vehicles, or other personal needs. A qualified travel companion must accompany travellers who require special assistance.

### **Gratuities**

Gratuities to crew are not mandatory. If you wish to give a tip for excellent service, you are welcome to give it to the crew member(s) directly and discreetly. Tips to the local guides during sightseeing and shore excursions are customary. Our suggestion is USD\$1-2 for each service rendered.

### **Accommodations**

Any hotels listed in our brochure or on our website will be used subject to availability on most departures. If a change becomes necessary for any reason, hotels substituted will be the equivalent or better than those shown. Please note that it is standard policy that hotel rooms are not available for check-in before 3:00p.m.

### **Smoking Policy**

For the comfort of all cruise participants, smoking is only permitted on the sundecks and outside walkways of the river cruise ships. Smoking is not permitted in any interior portion of the ship or on motor coaches.

### **Cruise Itineraries**

Deviations to the planned cruise itineraries are possible, although every effort will be made to keep them as they are shown. All cruise routes are subject to change without notice. Should conditions render cruise routes unsafe for navigation, alternative service may apply, including but not limited to, accommodation on the docked ship and/or substitute ground arrangements.

*Travel for  
Travellers*

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### **Luggage**

Please check with your airline regarding airline baggage allowances as they vary considerably. No responsibility is accepted for loss, damage or delay to passenger's luggage. Travel insurance including protection for lost or delayed luggage is strongly recommended. Due to limited storage space, we suggest soft sided luggage.

### **Insurance**

Purchase of trip cancellation and/or health insurance available through GLP Worldwide or your travel professional is strongly recommended.

### **Responsibility**

1394207 Ontario Inc. o/a GLP Worldwide (hereinafter referred to as the "Operator") is responsible to you in making arrangements for the services offered in this brochure. The Carrier, airlines, cruise lines, hotels and other suppliers providing services are independent contractors and are not principals, agents, employees or partners of the Operator or its affiliates. The cruise participant agrees that neither the Operator nor its affiliates shall be liable for any damage, loss (including personal injury, death, and property loss) or expense occasioned by any act or omission of any supplier providing services, or any insurer or insurance administrator under any travel insurance provided by the Operator, or of any other person. If the services included in the cruise cannot be supplied or there are changes in an itinerary for reasons beyond the control of the Operator, the Operator will arrange for the provision of comparable services, when possible. Any resulting additional expense will be payable by the cruise participants and any resulting saving will be refunded by the Operator to cruise participants. The Operator and the Carrier reserve the right to accept or reject any person as a cruise/tour participant, to expel any cruise/tour participant from the cruise/tour, to make changes in the itinerary whenever the Operator or Carrier deem it necessary for the comfort, convenience, or safety of the cruise/tour participants, and to cancel a cruise/tour at any time. No person, other than an authorized representative of the Operator, by a document in writing, is authorized to vary, add, or waive any term or condition in this brochure or website, including any term or condition set forth in the preceding provisions.

We reserve the right to amend the information, conditions and prices contained on these pages without notice.

## **ADDITIONAL TERMS & CONDITIONS AND CONDITIONS OF CARRIAGE**

### **CURRENCY**

All cruises, land tours and hotels are quoted in USD unless otherwise indicated.

### **PORT TAXES**

On rivers where port taxes are applied by the relevant authorities, these charges will be added to your booking invoice.

### **CREDIT CARDS**

We accept Visa, Mastercard & American Express for settlement of all cruise booking invoices as well as charges incurred on board. NO OTHER CREDIT CARDS ARE ACCEPTED.

### **Terms and Conditions of Carriage**

1. All manifest will be finalized at least one month before the departure. If there is any last minute changes, please send an email to [information@pandaw.com](mailto:information@pandaw.com)
2. Though every effort will be made to ensure that the published itinerary is followed as closely as possible, given uncertain river and other local conditions, all schedules and itineraries may be subject to alterations and delays at short notice.
3. The ship's purser and captain are jointly responsible for passengers' comfort and safety. Passengers must accept their decisions and instructions.
4. Whilst our crew do everything in their power to facilitate landings, access to the ship at certain river stations can be difficult, with steep and sometimes slippery river banks. Elderly passengers should consult their doctor to ensure that they are fit for travel. Wheel chairs are not allowed.
5. In the case of water levels being too high or low or defects to the vessel beyond the control of the company an alternative itinerary will be offered to passengers after consultation between the ship's captain and the company's management, subject to accommodation and meals being maintained on board the vessel unless by prior agreement with the passenger.
6. Should it prove difficult to embark or disembark passengers at the scheduled points the company are not liable to bear any extra cost of transporting passengers to and from the revised point of embarkation or disembarkation unless passengers or their agents have purchased a complete package tour which includes land services from us. Any reason for changing the points of embarkation or disembarkation can not count as a reason for cancelling this contract.
7. Passengers should seek advice from their doctor regarding relevant inoculations and prophylactics for travel to these countries.
8. Passengers must be fully insured to cover any risk of medical expenses and repatriation (which includes repatriation of remains) and the Company is in no way responsible for such liabilities. Passengers must settle before departure any medical bills incurred whilst on a company ship for doctor's attendance, drugs supplied, and any other medical facilities provided by the company for the passenger.
9. Once a booking has been received through a sales agent or directly from the passenger a contract exists between the Company and the passenger and these terms and conditions must be adhered to by both parties.

10. Unless otherwise agreed agents are responsible for the transfer of their passengers to and from the ship on time and in the event of a late arrival the ship is not obliged to delay departure thereby upsetting tight schedules.
11. The company accept no liability or responsibility for loss or damage to passenger's property whilst on board a company vessel.
12. During the river stops on the company provide an guide service in the English language. Foreign language guides must be pre booked and there may be extra charges for this. Personal guides must be booked at normal rates in passenger accommodation.
13. The company reserve the right to refuse to allow anyone on board if a ticket can not be produced and the company can not guarantee the exact allocation of cabins and deck location which may in the event of extenuating circumstances differ from the cabin number indicated on the ticket.
14. Within the ticket price fuel costs have been calculated on average prices as of the publication of this document. Should fuel prices rise by more than 10% the company will be entitled to impose a fuel supplement equivalent to the amount by which the fuel price exceeds the price allowed for in the contract.
15. It is not permitted to allow any breed of animal on board.
16. Children from 8 years up to 18 years old get:
  - 1 adult and 1 child – 1 cabin – child receives 50% reduction from adult price.
  - 2 adults and 1 child – 2 cabins – 1 cabin with no single supplement and 50% reduction for the child.
  - 2 adults and 2 children – 2 cabins – 50% reduction for both children.
  - Larger family groups – prices on request.
17. In the event of a dispute the law of the country in which the vessel is operating will apply.
18. The company reserves the right to change the vessel without notice.
19. Payment terms and cancellation policy is printed on an invoice issued for each booking whether for an individual or for a group. Passengers and their agents must abide these terms and the company reserve the right to either cancel an existing reservation or to refuse passage in the event that these terms have not been adhered to.
20. In the event that one passenger enters into a commercial or other form of relationship or arrangement with another passenger the company is no way liable for the obligations of one passenger to another passenger or any claim arising thereof.
21. For cruise departures where occupancy is less than 5 cabins the company reserve the right to cancel the departure giving all passengers with confirmed bookings 30 days prior notice of this intention. An

alternative departure date will be offered subject to availability. If this alternative date is not acceptable to the passenger any down payments made for the cancelled cruise will be refunded. In the event that a passenger has cancelled and paid cancellation fees and the Company subsequently cancel that departure then any cancellation fees (and down payment) will be refunded in full on the request of the passenger.

22. The company reserves the right to change a cabin allocated without notice and in the event that a passenger is downgraded to a cheaper cabin then the difference in cost between the cabins will be refunded to the passenger or the passenger's agents.
23. Force Majeure: in the case of circumstances beyond normal control, such as war, civil or political unrest, strikes, catastrophes, epidemics or disruption to fuel supplies for the vessel, the Company may be forced to cancel the cruise. In these circumstances, Pandaw Cruises will offer all affected bookings an alternative departure date and itinerary. If no suitable alternative can be offered, a credit for future cruise will be provided for the guests to make a new booking at a later date. In the event of a cruise being cancelled as a result of the above force majeure situations following the commencement of that cruise period then Pandaw Cruises is under no obligation to provide any such offer.
24. As the company acts as an agent of balloon flight operating companies, the company is not liable for any optional balloon flights booked on behalf of passengers (either booked via the company or by the passenger directly with the balloon flight operator). The contract and liability for any passengers booking optional balloon flights is directly between the passenger and the balloon operating company, whose terms and conditions apply.
25. All passengers must ensure they have the correct visa for travel to any country where travel is booked. Pandaw Cruises are in no way responsible for arranging visas for passengers who have not obtained them in advance. Visa guidance is indicated on the joining instructions attached to any ticket but may not be up to date as visa policy for any country can change frequently without warning. Passengers should check with respective consular websites in order to obtain latest information. The company will refuse to carry any passenger without a valid visa, if so required for their particular nationality, on any vessel whose itinerary includes a border crossing.
26. The company can not be held liable for purchases made during a Pandaw Cruises voyage, or before or after the voyage if land packages have been added to the voyage, whilst on excursion ashore, prove to be counterfeit.

**Pandaw Cruises Ltd**

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